

ADMINISTRATION DIVISION



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ADMINISTRATION

The director of Administration and staff provide administrative services to support Bureau programs in the areas of human resources, labor relations and training, budget development and financial management, microcomputer systems and support, physical facilities, and various office management activities.

Support services are provided at a minimum of cost by consolidating services and reducing duplication. These support services assist other division managers in performing their examination, supervision, and regulation functions, and thereby utilizes their respective resources more effectively in carrying out the Bureau's mission and goals.

MANAGEMENT SERVICES

Management Services (MS) has responsibility for a variety of support services including: The human resource management and training program; policy and procedure development and implementation; administration and oversight of the Performance Planning Review and Development Program (PPRDP); financial management including coordinating development of the Bureau budget; Bureau record retention and disposal schedule; Bureau microfilm operations; and various other special projects and support activities.

CURRENT ACTIVITIES

Accomplishments and activities in 1999 included: Training all Bureau employees on the use of a new timekeeping system, and conducting orientation sessions for new employees; implementing the Bureau-wide PPRDP employee evaluation system; preparing internal microcomputer systems for Year 2000 compliance; revising the Bureau's Policies and Procedures Manual; and revising procedures for processing Bureau revenue refunds.

In addition, division employees lead two Bureau task forces:

- A digital imaging group which issued a report with recommendations on information management and future record-keeping systems, including the integration of digital imaging; and
- A telecommunications group, which implemented a new Bureau voice menu system that better uses employee resources.

YEAR 2000

In anticipation of the Year 2000, the division worked in 1998 and 1999 to identify necessary modifications to the security system for the Bureau's Lansing office, and the Bureau's revenue processing system. The systems were reviewed, modified, tested, and were Year 2000 compliant prior to December 1999.

TRAINING

Division employees attended several classes and seminars during 1999.

Those sessions included:

- Classes offered by outside vendors such as Grammar and Usage, and Time Management—Franklin Covey: What Matters Most
- Clemson University's Conference for Women on How to Become a Great Communicator
- Michigan Department of Civil Service classes on Conquering Workplace Negativity, and Investing for Retirement
- Division administrative support and labor and trades employees attended the Bureau's Administrative Support Group

Committee's annual seminar which was on Teambuilding

BUREAU REVENUE AND EXPENSES

The Bureau's expenses are funded entirely from restricted revenue. This revenue is generated from fees assessed financial industries regulated by the Bureau for supervision, examinations and investigations, fines, corporate transactions, applications and license renewals. Expenses include employee payroll, travel costs, supplies, communications, rent, computer network and contractual services. The Bureau is assessed overhead charges for building rent and for services provided to it by the departments of Consumer and Industry Services, Attorney General, and Civil Service. (See charts on page 55.)

TECHNOLOGY SUPPORT

Technology Support has responsibility for installing and maintaining the Bureau's computer hardware and software, network connectivity, and for coordinating computer-related training.

ROLE AND GOALS

Technology Support was established to provide the Bureau with support staff and technical assistance required to advance usage of microcomputers within the Bureau. Its goals are to:

- Achieve office automation and the automation of administrative tasks through the usage of microcomputers and computer software applications

- Improve the efficiency and effectiveness of financial institution examinations through the use of microcomputers in the areas of financial modeling and projection, pre-examination analysis, off-site surveillance, and other uses of software applications
- Develop and maintain permanent internal data processing support resources

Technology Support's objective is to develop and maintain a technology plan for conducting ongoing research, development, and deployment of microcomputers to automate the Bureau's activities wherever possible. Additional objectives are to:

- Obtain and maintain sufficient microcomputer equipment and related technological resources to achieve the goals of the program;
- Conduct ongoing research into newer and better ways to utilize microcomputer technology within the Bureau; and
- Develop software internally and through joint efforts with other state and federal regulatory agencies.

ACCOMPLISHMENTS

During the past year, accomplishments included:

- Completion of a replacement of all obsolete Bureau-owned desktop computers and printers;
- Configuration and deployment of thirty-five notebook computers to Credit Union Division field staff;

- Purchase and deployment of new portable printers for Bureau field staff;
- Major progress on the consolidation of the three Credit Union database systems;
- Modifications to the FIB Revenue Processing System to interact with other billing systems in the Bureau;
- Purchase and deployment of a new high-speed printer and a new color laser printer;
- Completion of final migration of all Bureau computer users from WordPerfect and Lotus to Word and Excel; and
- Development and implementation of an in-bound fax service for Bureau field staff.

YEAR 2000

Technology Support developed its initial Year 2000 remediation plan in July 1997. All required reports were filed with the Office of Technology Resources, Department of Consumer and Industry Services (CIS). Technology Support completed Year 2000 testing of all Bureau computers by March 9, 1999 and completed Year 2000 remediation of all FIB mission-critical computer programs by March 31, 1999. The Bureau received its Year 2000 readiness certification from CIS on April 22, 1999.

Technology Support staff remained on call during the Year 2000 weekend, with zero incidents reported for either hardware operations or in software applications.

REVENUE BY SOURCE

Program	FY99	FY98	FY97
Bank	\$ 6,108,154	\$ 6,238,401	\$ 6,336,095
Credit Union	4,035,125	3,871,524	3,765,005
BIDCO	59,060	98,055	46,522
Credit Card	2,650	3,950	1,100
Sale of Check	20,730	15,500	13,600
First Mortgage	1,575,539	1,245,839	1,049,681
Motor Vehicle	135,623	134,485	140,266
Omnibus	104,211	161,731	291,643
Secondary Mortgage	295,854	186,052	337,025
Regulatory Loan	43,060	32,390	26,150
Total Restricted Revenue	\$12,380,006	\$ 11,987,927	\$12,007,087

EXPENSE BY PROGRAM

Program	FY99	FY98	FY97
Commissioner	\$ 63,194	\$ 83,404	\$ 100,700
Administration	1,237,952	1,156,522	1,229,569
Bank	4,808,259	4,378,728	4,980,898
Credit Union	3,471,628	2,936,714	3,029,397
Corporate Regulatory Services	0*	509,938	644,477
Consumer Protection	1,758,687	1,536,497	1,496,562
Research and Consumer Services	336,687	333,851	323,050
Total Expense	\$11,676,407	\$ 10,935,654	\$11,804,653

*Corporate Regulatory Services merged with Banks; no longer separate reporting entity.